

leonardoalvarez@gmail.com | linkedin.com/in/leonardo-alvarez-it

Strategic and results-driven Technical Operations & Channel Support Leader with experience overseeing and executing all aspects of training operations, delivery, and channel management, including within international environments. Proven ability to orchestrate seamless training execution, manage complex logistics, and cultivate strong relationships with internal teams, partners, vendors, and clients. Expert in translating technical concepts into impactful learning experiences, driving operational excellence, and ensuring strategic alignment with global business objectives. Adept at leveraging instructional design best practices, performance metrics, and continuous improvement methodologies.

AREAS OF EXPERTISE

Operations & Delivery Management | Channel & Partner Support | Learning & Curriculum Development | eLearning & Blended Learning Solutions | Cross-Functional Collaboration & Mentorship Programs | Technical Systems Training

PROFESSIONAL EXPERIENCE

Founder & Lead Instructor | icniVaD Communications

09/2025–Present

- Design and delivered enterprise-level technical training programs for IBM App Connect Enterprise, IBM MQ, and Red Hat OpenShift, tailored to industry-specific needs.
- Create hands-on lab environments replicating real-world integration and manufacturing workflows.
- Partner with enterprise clients to align training with certification paths and compliance standards.

Technical Curriculum Developer | IBM (Contract)

3/2025-09/2025

- Collaborated with Product Management, Product Marketing, and Development teams to gather required content, demonstrating strong communication and cross-functional teamwork.
- Designed and implemented processes for rationalizing, mapping, and maintaining sales content, showcasing organizational skills vital for knowledgebase management.
- Developed technical training content for various modalities, emphasizing the ability to convey complex technical information clearly and concisely.

Technical Solution Architect | IBM

2021–2024

- Partnered with Subject-Matter Experts to determine and develop learning objectives for courses.
- Collaborated with the Sales Enablement Center of Excellence to develop a comprehensive checklist for course developers
- Analyzed software compatibility reports to evaluate integration potential between multiple software programs, identifying and resolving conflicts.
- Implemented AI-powered products and their applications in reducing repetitive work and improving business performance.

SKILLS

- **Operations & Delivery Management:** Training Logistics, Resource Allocation, Lab Management, Virtual Training Platforms, Instructor Coordination, Enrollment Management, Training Evaluation, Quality Assurance, CRM Systems, Help Desk Support, Process Improvement, Data Analysis.
- **Channel & Partner Relations:** Partner Onboarding, Vendor Management, Client Relationship Management, Contract Review, Cross-Functional Collaboration, Communication (Verbal & Written), Professional Demeanor, Problem-Solving.
- **Technical & Learning Design:** Instructional Design, Curriculum Development, Adult Learning Principles, Content Strategy, Blended Learning, eLearning Authoring (Articulate 360, Adobe Captivate, Camtasia), Assessment Design, Python, Java, Web Development (HTML and CSS), and System Architecture.

EDUCATION

Master of Science, Educational Leadership | Cardinal Stritch University

Bachelor of Science, Sociology and Secondary Education | Marquette University

SPEAKING ENGAGEMENTS, MEMBERSHIPS, AND CREDENTIALS

- IBM TechXChange 2023: "Development & Testing for IBM App Connect"
- FIRST Robotics Mentor
- LLM Engineering: Master AI, Large Language Models and Agents
- Midwest Cybersecurity Alliance